

Columbia College Position Description

<p>NOTE: Must; Shall; Will: Should: May or Could; Can:</p>	<p>Clarification of Terms These words or phrases indicate actions or activities that are <i>essential</i> or <i>mandatory</i>. This word implies that it is highly desirable to perform certain actions or activities, but not <i>essential</i> or <i>mandatory</i>. These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.</p>
---	---

Position Title:	Coordinator LINC Services
Program/Department Name:	Language Instruction for Newcomers to Canada (LINC) Program
Reporting to:	Vice President Academic
Position Summary:	This individual will provide leadership, coordination, supervision, support and assistance in the management of the LINC program. A classroom facilitation component will be part of this individual's duties and responsibilities. This individual will be directly engaged in student enrollment management and delivery of the LINC program. The Coordinator LINC Services will be involved in promoting the program throughout the community and creating and maintaining relationships with internal and external stakeholders.
Organizational Structure:	This individual will work in a flat organization structure consisting of one direct supervisor, a number of program peers and other management specialists. The individual will operate as autonomously as authorized by his/her supervisor.
Qualifications and Experience:	<p>Bachelor's Degree/Master's Degree in Education An ESL diploma (or similar) LINC or ESL teaching experience (minimum 3 years) Demonstrated previous history of supervisory or management experience Superior communication and leadership skills Current knowledge of LINC/ESL pedagogy, resources, and curriculum Excellent knowledge, training, and experience in the use of computer technology to deliver programs Demonstrated ability and comfort in preparing and delivering focused, well-constructed presentations to stakeholders and community groups Demonstrated knowledge of issues facing new Canadians; ability to work effectively with this diverse population</p>
Roles and Responsibilities:	<p>For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding of everyone's roles and responsibilities as well as a commitment to fulfilling said responsibilities.</p> <p>As will be noted in reviewing the list of roles and responsibilities below it consists of two distinct parts. First is a set of generic roles and responsibilities. This is followed by a list of specific roles and responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position.</p> <p>All responsibilities listed below will be carried out under the general direction and supervision of the Vice President Academic. In consideration of this the Coordinator LINC Services will:</p>

Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0 Professional Approach and Ethical Behaviour

- 1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4 Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5 Tries to be constructive, pro-active, and acts as a protagonist
- 1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10 Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11 Is active in their professional association (where appropriate)

2.0 Interpersonal Relations and Teamwork

- 2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
- 2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization
- 2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
- 2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
- 2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11 Seeks help from others and offers help to others to become more efficient and effective

3.0 Self-Concept and Confidence

- 3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2 Functions well in ambiguous situations
- 3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5 Considers themselves equal to others and demonstrates such in their interactions

4.0 Communication

- 4.1 Demonstrates effective listening, speaking, and writing skills
- 4.2 Helps to keep team members informed of changes in the department and/or organization

- 4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4 Respects others privacy and confidentiality (does not engage in gossip)
- 4.5 Maintains emotional control and encourages others to do the same
- 4.6 Deals with difficult situations and sensitive issues in a professional manner
- 4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8 Follows the organization's technology use policy

5.0 Life-Long Learning and Professional Development

- 5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2 Shares newly developed approaches based on leading edge research
- 5.3 Monitors changes and makes or recommends needed adjustments
- 5.4 Keeps informed about changes affecting their profession, department, organization, and industry
- 5.5 Acknowledges when they do not know something and seeks to increase their competence

6.0 Problem Solving/Decision Making

- 6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
- 6.2 Helps others to view problems and concerns as challenges and even opportunities
- 6.3 Seeks input from those affected by work-related or customer-based problems
- 6.4 Is more effective when they actually identify the problem as opposed to a symptom
- 6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
- 6.6 Objectively determines the most efficient and effective solution to each problem/challenge
- 6.7 Tries to make fair and just decisions that contribute to the common good
- 6.8 Effectively implements solutions in a timely manner
- 6.9 Monitors and evaluates solutions and takes further corrective action as needed

7.0 Creative Thinking and Innovation

- Is more creative by asking 'why' and more innovative by asking 'what if'
- 7.1 Takes calculated risks and is willing to recommend and/or initiate change

8.0 Negotiating or Conflict Resolution

- 8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
- 8.2 Effectively uses conflict resolution and problem solving techniques
- 8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
- 8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

9.0 Organizational and Time Management Skills

- 9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
- 9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
- 9.3 Maintains an organized office, desk, files, documents, and working environment
- 9.4 Is prepared in advance for appointments and meetings (meeting etiquette)
- 9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
- 9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

10.0 Stress Management

- 10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
- 10.2 Effectively deals with negative situations in a positive manner
- 10.3 Maintains a balance between personal and professional life
- 10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

11.0 Leadership Style

- 11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
- 11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
- 11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
- 11.4 Coaches, advises, mentors, and counsels others where appropriate
- 11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
- 11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
- 11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
- 11.8 Networks with others outside the organization and builds relationships that will benefit the organization
- 11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
- 11.10 Builds a sense of shared values that bind others to a common cause and/or direction
- 11.11 Encourages and promotes a culture based on trust and respect

12.0 Performance

- 12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
- 12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
- 12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
- 12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

Specific Roles and Responsibilities

13.0 Occupational Health and Safety Management

- 13.1 All employees are responsible to be familiar with the College's Occupational Health and Safety policies and regulations and their responsibility related to said documents.
- 13.2 All employees are to become familiar and maintain familiarity with the College Emergency Response Plans and their roles and responsibilities when an emergency occurs.
- 13.3 Designated employees are responsible to maintain their training in such areas as First Aid and Cardio Pulmonary Resuscitation.
- 13.4 Each employee should be a participant in emergency response simulation, table top discussions, and/or team meetings related to the subject.
- 13.5 Employees are to take corrective action when they experience an incident or near miss and report this situation on an Incident Report form.

- 13.6 Each employee shall work in a safe manner, be safety conscious on the job and cooperate with other employees by following the health and safety rules of the College.
- 13.7 Ensure a job-specific orientation is provided for all new or transferred staff.
- 13.8 Ensure all staff affected receives appropriate training when new equipment or procedures are introduced.
- 13.9 Review staff training needs on a regular basis.
- 13.10 Ensure all staff is adequately qualified, suitably trained and with sufficient experience to perform work without or with only a minimal degree of supervision.

14.0 Business Planning, Budgets, and Corporate Reporting

- 14.1 Submit accurate and timely documents and reports.
- 14.2 Assist in effectively managing approved expenditures.
- 14.3 Assist in achieving or exceeding enrollment/revenue goals.
- 14.4 Assist in achieving or exceeding customer satisfaction goals.
- 14.5 Assist in achieving or falling below expense goals.
- 14.6 Contribute to effective marketing plans for the program/department.
- 14.7 Assist in developing an effective yearly planner for program or department.
- 14.8 Help train and develop highly effective team members.
- 14.9 Help maintain up-to-date program/department policies, procedures, forms and documents.
- 14.10 Help contribute to an effective program/department and college calendar.
- 14.11 Help contribute to the annual review of the customer satisfaction survey results.
- 14.12 Help prepare reports to supervisor and accreditation, licensing (and/or sponsoring, contracting), authorities.

15.0 Program Delivery and Development

- 15.1 Work collaboratively with facilitators to continually assess the effectiveness of each course.
- 15.2 Help to continually improve the course delivery schedule.
- 15.3 Work collaboratively to ensure that the generic skills employers want have been effectively integrated into all courses and program materials.
- 15.4 Help to offer, where appropriate, an effective cooperative education course.
- 15.5 Assist in the provision of an effective job search techniques course.
- 15.6 Help to assess and where needed counsel facilitators after each course.
- 15.7 Work with team members to improve the effectiveness of the program or department.
- 15.8 Recommend changes to program/department to respond to the changing needs of employers, receiving institutions, and students.
- 15.9 Recommend new resources, books, and classroom instructional materials.

16.0 Student/Customer Focus

- 16.1 Maintain up-to-date student transcripts, records and files.
- 16.2 Monitor individual student progress and ensure appropriate counsel is provided.
- 16.3 Continually monitor and improve the satisfaction level of students.
- 16.4 Ensure the provision of needed assistance to each student in obtaining employment or acceptance into an educational program.
- 16.5 Maintain up-to-date class lists, final grades, graduation results, and follow-up employment results.
- 16.6 Constantly continue to improve the success of program graduates.
- 16.7 Constantly seek advice from employers/receiving institutions on how to develop more recognized graduates.

17.0 Convocation Ceremonies

- 17.1 Assist with leadership as it relates to convocation ceremonies.
- 17.2 Assist with the preparation for the annual convocation ceremonies for the entire college.
- 17.3 Assist with development and implementation procedure and policies for convocation.

18.0 Regular Coordination Duties

- 18.1 Coordinate and oversee the effective delivery of the LINC Program and courses; provide leadership in this area.
- 18.2 Maintain strong working relationships with program facilitators and understand how to support their facilitation needs.
- 18.3 Design, develop, and facilitate specialized courses/workshops/presentations/guest speakers to enhance the student's educational and professional development.
- 18.4 Prepare teaching materials and course outlines with the assistance of faculty.
- 18.5 Promote Columbia College's LINC program in the community and with all stakeholders.
- 18.6 Participate in the development of promotional materials and creative tools to increase awareness of the LINC program.
- 18.7 Act as a representative of the Columbia College LINC program, sit on committees associated with LINC programming and be an ambassador of Columbia College.
- 18.8 Research current trends and information regarding LINC programming and courses, maintaining continual current knowledge in this field.
- 18.9 Provide leadership and direct involvement in building the LINC Program and courses that utilize technology. This would include hybrid classrooms and online courses/programs.
- 18.10 Help develop and implement an annual plan for the LINC Program, and regularly report to stakeholders.
- 18.11 Provide professional development training to faculty and other stakeholders with respect to best practices to support student success and retention in the LINC program.
- 18.12 Provide direct classroom facilitation of one or more courses assigned.
- 18.13 Supervise Canadian Language Benchmark testing process and the assignment of student exit benchmarks.
- 18.14 Monitor and supervise the CIC mandated portfolio assessment process; supervise the activities of the Portfolio Based Language Assessment pilot and implementation process, including the activities of the designated PBLA lead teacher.
- 18.15 Prepare recommendation for withdrawal letters; prepare and process letters to determine EI eligibility when needed for EI clients.
- 18.16 Review and approve student Progress Reports; review, recommend and approve student movement between levels.
- 18.17 Collect quantitative and qualitative data on the LINC program, provide an analysis of such data, make decisions based on data and other factors, and provide reports on progress in reaching outcomes.
- 18.18 Under the direction and guidance of the Vice President Academic, provide supervision of faculty and staff and evaluate performance.
- 18.19 Liaise with active students on day-to-day issues as they arrive.
- 18.20 Review on a regular basis the College website regarding the LINC program for content, communication and visual impact; recommend and initiate changes and updates.
- 18.21 Participate in the writing of proposals for new LINC Programs and courses.
- 18.22 Meet regularly with Vice President Academic to review program applicants, enrollment numbers, student progress, and general program planning.
- 18.23 Participate in long-range planning based on emergent language information, the needs of immigrants, as well as, changing immigration trends and policies.
- 18.24 Coordinate communication meetings with facilitators and provide minutes of said meetings to the Vice President Academic.
- 18.25 Monitor Calgary LINC Coordinators section of Tutella; monitor Tutella in order to remain current in CIC policy and process changes.
- 18.26 Prepare quarterly CIC LINC reports as per CIC guidelines. Prepare CIC annual report.
- 18.27 Duties as assigned.

19.0 Administrative Duties

- 19.1 Review and process incoming ILVARC referrals, including opening of a file, collection of CIC grey cards from clients, and conduct initial orientation package materials.
- 19.2 Provide information to ILVARC on seat availability and other information as required.
- 19.3 Revise/edit/create/assist in developing current program-related documents.
- 19.4 Develop, update and maintain a yearly delivery schedule of courses and their associated syllabi.

- 19.5 Handle general phone calls and/or messages from stakeholders and calls from students regarding absences.
- 19.6 Provide information to prospective LINC students.
- 19.7 Meet with students who have attendance problems.
- 19.8 Prepare orders of student textbooks and other learning resources related to the program.
- 19.9 Ensure faculty has the required resources for each semester.
- 19.10 Monitor and ensure the accurate and timely entry of attendance and grades data in CRS.
- 19.11 Request Customer Satisfaction Surveys and manage the process. Ensure program/facilitator surveys are completed and submitted to the Registrar's office prior to the end of a semester.
- 19.12 Ensure classroom space is available and booked for student/facilitator use.
- 19.13 Participate in all relevant iCare training sessions; obtain police checks and review security and privacy guidelines related to iCare data collection. Implement CIC mandated security procedures.
- 19.14 Enter all relevant student related data upon exit from the program as required by CIC into the iCare computer data collection system on a regular basis. Follow all relevant security procedures related to the collection of these data. Monitor periodic icams and icare directives related to the operation of these data collection processes.
- 19.15 Prepare and forward to ILVARC weekly seat availability spreadsheet template and weekly LINC History Update template.